



Position Description

Position Title:	Service Management Manager	Classification Level:	7
Position Number:	33259	Reports to:	Assistant Director Service Integration L8
Directorate:	Service and Invest	Supervises:	3 FTE
Branch/Section:	Technology Services/Service Integration	Location:	Perth Metropolitan Area

Our Values

Empathy

We listen and understand all perspectives and are fair, authentic and compassionate

Clarity

We are clear on our purpose and role, and how we develop, inspire and improve

Accountability

We act with integrity and courage, embracing our collective responsibility and honouring our commitments

Respect

We treat everyone with dignity, recognise contributions, foster collaboration and value diversity

Role Summary

The Service Management Manager is responsible for overseeing the delivery of IT services to meet the business needs and align them with overall business goals. This involves supervising service management processes across three teams, Change, configuration and release, Incident and Service Desk.

The role is also responsible for integrating, managing, and delivering all services provided by various suppliers, and ensuring that the services provided by IT meet agreed service levels with high quality and customer satisfaction.

Responsibilities

- Lead the Department of Department of Housing and Works (DHW) Capacity Management, Release Management, Configuration Management, Incident Management and Problem Management processes/teams ensuring the ongoing development, maturation and continuous improvement of processes and procedures required to optimally deliver business outcomes.
- Lead the Service Management Function ensuring the ongoing development, maturation and continuous improvements of, to deliver optimal outcomes.
- Provide strategic direction and management in the identification of capacity requirements within a multi-sourced service model.
- Manage the team to be transformational by being flexible and agile to respond to new challenges and opportunities.



- Lead capacity modelling and forecasting by aligning capacity needs with requirements and within constraints.
- Identify improvement in business practices that lead to efficient utilisation of the capacity in a consumption-based environment.
- Lead the implementation of Business, Service and Component Capacity Management process including Capacity Management Reporting.
- Develop policy and strategies to ensure all the performance measures of IT services meet the needs of the business and performs to any service requirements or service level agreements.
- Attend internal and external service review forums covering service improvements, market benchmarks and new practices, policies and technologies.
- Oversee the day-to-day operations managing service levels, resolving issues and monitoring performance.
- Ensure that different IT service providers are integrated and working together effectively to deliver end to end services.
- Manage relationships with third-party service providers and ensure that they deliver services in accordance with contractual obligations.
- Resolve conflicts between service providers and ensure they work together effectively to deliver IT services effectively and efficiently.
- Ensure the Service Management team provides a high standard of customer service, and promotes and enables continuous improvement to customer service.
- Identify opportunities for continual improvement of process and practices to aid self, team, and function in the delivery of services.
- Responsible for operational methods and governance artefacts, reviewing them regularly for effectiveness and efficiency, ensuring they continually improve and remain aligned with relevant best practice, standards and legal/regulatory requirements.
- Management of Service Management staff and contractors including interviewing, performance management, skill assessment, training plans and delivery and mentoring.
- Ensure that tracking and monitoring of performance of service delivery through all channels (human, digital, self-service, automated) is carried out, and that metrics and reports are analysed with issues resolved.
- Manage procurement and contract obligations, as required.
- Project management, as required.
- Demonstrate the values in all interactions to contribute towards a values-led organisational culture.
- Demonstrate the expected leadership behaviours and mindsets in the context of Leading Others.
- Perform other duties as required.

Essential Requirements

- Demonstrated experience in the management, delivery and maturation of ITSM practices.
- Considerable knowledge and experience supporting Information, Technology and Communications systems.
- Demonstrated experience identifying and acting upon opportunities to drive down costs and/or improve value.
- Sound understanding of consumption based computing concepts and technologies and their relationships with allied processes (e.g. Financial Management and Demand Management).



- Experience of IT service management frameworks and best practices, such as COBIT, ITIL and ISO 20000.
- Demonstrated high-level written and verbal communications that are clear and appropriate with the ability to influence effectively and lead the delivery of a customer-centric service.

Desirable Requirements

- Relevant tertiary qualifications
- Experience with Project Management methodologies e.g. Prince2.

Leadership Context

We believe all our people are leaders. We consider leadership to be critical to the success of the Department and the public sector and, to support this, we have adopted **Leadership Expectations**. This role operates in the **Leading Others** context. It is essential that you demonstrate the expected behaviours in the context of the role (additional detail provided in separate attachment).

- **Lead collectively:** Seek and build key relationships, work together, and focus on the greater good.
- **Think through complexity:** Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
- **Dynamically sense the environment:** Be in tune with the political, social, and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
- **Deliver on high leverage areas:** Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
- **Build capability:** Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
- **Embody the spirit of Public Service:** Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interest of the public good.
- **Lead adaptively:** Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

Pre-employment Requirements

Australian Permanent Residency is a minimum requirement for permanent appointment to the WA Public Sector. For a fixed term contract or casual appointments, applicants require a valid Work Visa for the duration of the entire term.

Appointment is subject to 100 point identification check and Criminal Records Screening clearance.

Certification

Verified by: L Oversby, HR Consultant, April 2026

Classification Evaluation Date: December 2023